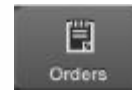# Hold Queue

Tip Sheet

Overview

Hold queue allows you to enter acute inpatient orders, procedures and medications prior to a patient's registration or account creation. It can also be used once the patient receives an account number but the patient's procedure is taking place in at a later future date and time.

Common Uses

- It is typically used for scheduled surgeries and direct admits
- If the patient does not have an account created yet, once you select the orders button on the navigation bar, you will be prompted with a pop up screen to initiate the "Hold Queue" function.

If the patient has an active account, then you can initiate the Hold Queue routine from the current orders tab, selecting it from the drop down menu.

To create an event and begin adding orders, select the "Add New Event" button. It opens a screen where information about the new event is required. Mandatory fields are highlighted in red and marked with an asterisk (*).

Enter the time frame for the future activation of the orders and press OK to save your entry.
Single orders, such as procedure, interventions, or order sets can be placed in this routine

Hold Queue

Tip Sheet

On the search field, type the name of the order or order set and a list of available options matching the keyword are shown in the screen. Select the desired order/set.

Selected orders to have the start time defaulted as "Upon Activate"

Use the Submit **SUBMIT 9** button to view the order summary and make last minute changes to the orders. Once ready, press save to file the orders.
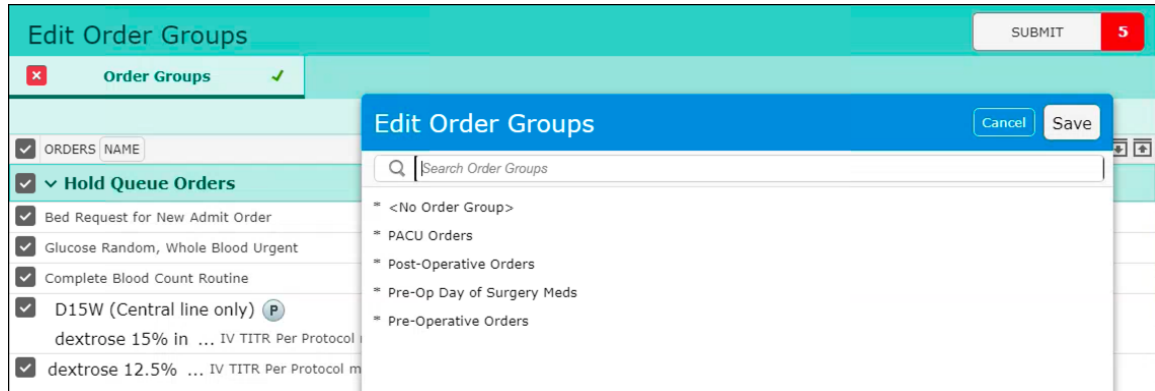
Order groups

Orders placed under the Hold Queue function can be organized by groups. Use the Edit Order Groups button on the right side of the screen to open groups list. This is important as orders are activated by order group and dictates which user types are able to activate orders.

Hold Queue

Tip Sheet

Save your entry once completed using your esign PIN. Once an event has been created in the Acute Hold Queue on a patient, you are able to access these patients via the Hold Queue Patient List.

This list can be useful to locate patients with Acute Hold Queue orders prior to an account being created for the event.

You can filter by event date or date that the event was created. In addition, the date bar that displays at the top of the screen can be used to move through past and future dates, using the left and right arrow buttons. This will progress forward and backward incrementally, based on what is selected for the time frame. If there are no patients with an Acute Hold Queue event entered on them for the designated me frame, then the screen will display the message "No Hold Queue Events".
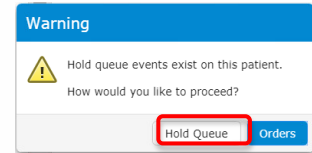
Hold Queue

Tip Sheet

If a patient has multiple events within the designated time frame, then each event will display as a separate row on this list.

Activating Hold Queue orders

The Acute Hold Queue routine is accessible via the Orders tab. Upon entering the chart you will be prompted with a pop up message that allows you to choose to proceed with opening the Hold Queue orders or go the patient's orders screen.

Select the Hold Queue button to initiate the activation of the orders by group.

Orders can be activated immediately or in a specific time and a future date for each group.

Upon activation, a red "Activated" warning appears next to the group that the orders belong. The remaining group orders are kept inactive until a future activation time.

Recently activated group orders are now shown as "Ordered" under the current orders tab. If there are no more group orders that needed to be activated under the Hold Queue routine, the activations is considered complete and the yellow flag disappears.